

INSIDE OUT

FAMILY NEWSLETTER

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WELCOME

Over the past several months the Department has been looking for ways to improve communication with offender family members and friends. There are many questions family members often have about the department's policies, procedures and practices both at an institutional and departmental level. After exploring several options, the department has agreed to pilot a newsletter, designed just for offender family members and friends, to give them the latest news about issues that may impact them most.



Money is tight, however, and the added expense of publishing a newsletter cannot be maintained by the department, so this is the only printed copy to be published. We can, however, make it available via e-mail and on our department's website. If you would like to sign up to receive a copy of the newsletter via email, please contact us using the methods outlined in the box at the right.

We hope you find this publication helpful, and we welcome any suggestions you may have regarding future topics of interest to you. We do ask that individual issues be addressed via the offender's caseworker or other staff, as indicated, or via the offender grievance process. Individual issues will not be addressed via this forum.

In closing, I do wish to extend my sincerest wishes to you and your family for a safe, happy and healthy new year.

Best wishes,
George A. Lombardi
George A. Lombardi

How to Receive INSIDE OUT

View a copy of the e-Inside Out on the Department's website:
www.doc.mo.gov;

Ask to be placed on the electronic mailing list by emailing constituentservices@doc.mo.gov with "NEWSLETTER" in the subject line;

Call the Constituent Services Office at (573) 526-2695 or write to Missouri Department of Corrections Constituent Services Office, P.O. Box 236, Jefferson City, MO 65102 to be placed on the e-mailing list.

INMATE BANKING ... DID YOU KNOW?

- The MDOC Offender Finance Office processed 43,700 deposits during October 2009, totaling more than \$2,575,000?
- That all offender deposits are processed and applied to the offender's account the same day they are received?
- You can make deposits to an offenders account via electronic funds transfer? Electronic deposits can be process via the internet, by phone or at hundreds of stores throughout the United States. The Department uses four trusted vendors: J-Pay, Secure Access, Money Gram and Western Union.
- An offender in general population has access to all of their banking information via self-service kiosks located throughout the institution? Offenders can check their account balance, savings and debts from these sites!
- Offenders are encouraged to save money for release through the purchase of U.S. Savings Bonds? •

TELEPHONE CHANGES



An administrative decision has been made to limit offender phone calls to 15 minutes per call. The average length of an offender outgoing call is 11 minutes in length, so it is anticipated this change will not impact calls too much. This change, which may occur as early as January 1, 2010, was made to ensure all offenders have access to the limited phones available and to improve security. There will be no limit, however, to the number of calls an offender may make. •

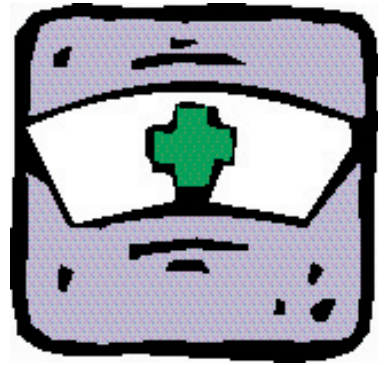
VISITING TIP

Make sure you and your child are well rested and have a good breakfast before visiting for the day. Everyone will be in a better mood and have a more enjoyable visit if they are not tired and hungry. Make sure you and your children are appropriately dressed as visiting room temperatures may vary from season to season. •

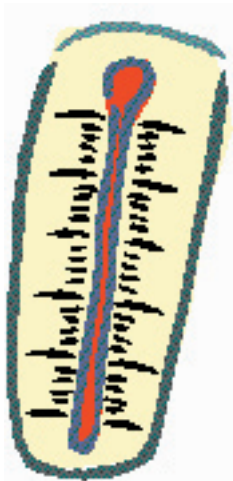
FENDING OFF THE FLU

Everyone has heard about seasonal flu and H1N1 in recent weeks....but what about protecting the offender population, visitors and prison staff from a potential outbreak of the flu?

The Department has developed a flu pandemic plan based upon guidelines from the Center for Disease Control and Prevention and the Missouri Department of Health and Senior Services. That plan is in place and will continue to be updated and adapted as new information is received. Pandemic flu precautions have been implemented in all of Missouri's state prisons to include promotion of good hand washing hygiene, sanitation of high-traffic areas, the distribution of awareness posters, flu screenings and vaccination of high risk groups. Offenders who display flu symptoms may be isolated to prevent spread of the illness. Likewise, staff and visitors who demonstrate symptoms may also be required to return home until the symptoms have been resolved. Any offender who feels they may be suffering from flu-like symptoms should immediately report this to staff to prevent potential spread of influenza.



Upon arrival at the institution, visitors are asked to utilize the hand sanitizer foam that is available. Notices have been posted that visitors who display flu-like symptoms will not be allowed to visit. Flu symptoms are identified as a temperature of 100F or above, a cough, sore throat, headache, tiredness, runny or stuffy nose, body aches, diarrhea or vomiting. To reduce the risk of the spread of flu, the department has issued a mandate that anyone who has had a flu-like illness in the past 7 days, or who presents flu-like symptoms upon arrival, shall not be allowed to enter the institution. We do not want to risk the spread of this potentially serious ailment to the offender population, staff and other visitors. Thank you for your patience and understanding of this important health related matter. •



TOO HOT OR COLD?

It's that time of the year when temperatures dip and rise, and it's time to begin the transition of providing heat for those cooler evenings within the institutions. Once the weather is consistently cooler, the heating units are stoked up for the cold winter months. Facility temperatures are established by the States' Office of Administration, and must be maintained between 68F and 72F degrees in all areas during the heating season.

If offenders have any specific complaints about facility temperatures, please encourage them to share their concerns with their inmate counsel representative.

In the meantime, institutional staff will do their best to keep everyone as comfortable as possible! •

OFFENDER TRANSFERS



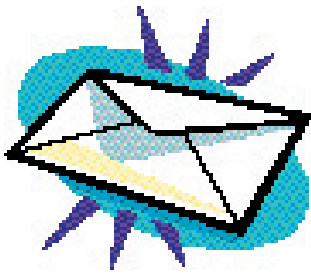
Over the past months many requests have been received asking that an offender be considered for a hardship transfer to a facility that is nearer to the family. While the department does try to house offenders as close to the family as possible, this cannot always occur due to lack of available bedspace, safety issues, treatment and/or program needs of the offender. At this time bedspace is unavailable as the department

is housing more offenders than ever before. For these reasons, hardship transfers are usually not possible. •

EMERGENCY CONTACT UPDATES

Offenders are encouraged to always keep their emergency contact list up to date, but many times forget to do so. Does the offender you visit have an updated and accurate emergency contact list? Every offender should notify staff of any changes in their emergency contacts to include changes in the person(s) listed, their address or phone numbers or to add the addition of a cell phone as an alternative contact number. This information is important to ensure notification can be made should the offender become seriously injured or very seriously ill. When possible, it is also used by Central Transfer Authority to determine the location of family when offender transfers are considered. Only the offender can change this information, so please remind them to update this information regularly by dropping a note to their case-worker! Thank you! •

MAIL AND CENSORSHIP PROCEDURES



Effective December 17, 2009, there will be modifications to Institutional Services Procedure IS13-1.1 Offender Mail Procedure and implementation of a new procedure, Censorship, IS13-1.2. Because mail is one of the most common ways for offenders and their families to communicate, we felt this would be a good opportunity to explain these rules to you. Admittedly there are many restrictions, however, it is important to note the guidelines for incoming and outgoing mail are made to ensure safety and security of the facility, staff, the offender population, their children, family, victims and the general public, at large.

The following is a general summary of the department's guidelines for incoming and outgoing mail, to include changes to be effective December 17, 2009. This list may not include all guidelines or changes.

- Photographs, including personal photographs and drawings, sent to an offender may not depict any form of nudity. This now includes photographs depicting children, such as an infant bathing or a child with no shirt on, whether the child is a boy or girl. These changes were made for security purposes and is part of the department's ongoing effort to protect children from inappropriate attention in a correctional environment;
- Incoming materials that depict activities that are sexually explicit or promote violence will not be allowed. This may include photos or materials that promote disorder or the violation of state or federal law; provides information on the design or construction of a weapon; displays someone being threatened by a firearm; provides information on how to obtain prohibited publications, property or contraband; is racially inflammatory; contains information which can be used to instill violence or hatred; describes methods of escape from a correctional facility; provides recipes for brewing alcoholic beverages or manufacturing drugs; contains personal information about a staff member; threatens physical harm towards any person; promotes role-playing games; provides instruction on fighting or wrestling maneuvers; contains tattoo patterns, encourages gambling, or contains instruction on how to disable or "hack" into a computer;
- Outgoing correspondence may not contain threats of violence or harm, be in code, contain plans for violation of institutional rules, discuss criminal activity, or be written directly to a victim;
- Up to five 8-1/2 x 11 enclosures may be included with each letter, to include photographs, news clippings, etc.;
- Stamps, envelopes, labels, calendars, stickers, blank paper, stationery and similar items cannot be included in mail sent to an offender;
- No mechanical or electronic cards, cards with batteries, strings or ribbons are allowed;
- Correspondence written in a foreign language, code or that is indecipherable may be delayed or censored;
- Incoming music CDs and cassette tapes may not carry a parental advisory and must meet the same requirements as written materials;
- Offenders may not solicit penpals through an offender pen pal site;
- Offenders may not enter into any credit agreements, installment purchases, form a corporation or represent a business;
- Offenders must be wearing state-issued clothing in all out-going photographs;
- Outgoing correspondence may not be purposely to defraud the public; and
- Violation of any federal mail practices will be referred to the Office of the Inspector General for investigation and possible referral for prosecution. •